

## 4.2.2 Error Message and Troubleshooting

Messages appear on the Smart Panel program window or on the control panel to indicate machine status or errors. Refer to the tables below to correct the problem.

| Error Code | Error Message                     | Troubleshooting Page |
|------------|-----------------------------------|----------------------|
| A1-1110    | Error #A1-1110: Turn off then on. | 26 page              |
| C1-1110    | Prepare new cartridge             | 27 page              |
| C1-1120    | Replace new cartridge             |                      |
| C1-1140    | Replace new cartridge             |                      |
| C1-1411    | Install toner                     | 28 page              |
| C1-1512    | Not Compatible Toner cartridge.   | 28 page              |
| H1-1210    | Paper jam in Tray2.               | 29 page              |
| H1-1252    | Paper is empty in Tray2.          | 29 page              |
| M1-1110    | Paper Jam in Tray1.               | 30 page              |
| M1-1610    | Paper Jam in MP tray.             | 30 page              |
| M1-5112    | Paper is empty in tray 1.         | 31 page              |
| M1-5612    | Paper Empty in MP Tray.           | 32 page              |
| M2-1110    | Paper Jam inside machine.         | 33 page              |
| M2-2110    | Paper Jam inside machine.         | 34 page              |
| M2-2310    | Paper Jam bottom of duplex.       | 34 page              |
| M3-1110    | Paper Jam in exit area.           | 35 page              |
| M3-2130    | Output bin full. Remove paper.    | 35 page              |
| S2-4110    | Door open. Close it.              | 36 page              |
| S6-3123    | Network Problem: IP Con ict.      | 37 page              |
| S6-3128    | 802.1x Network Error.             | 37 page              |
| U1-2320    | Error #U1-2320 Turn off then on.  | 38 page              |
| U1-2330    | Error #U1-2330 Turn off then on.  | 38 page              |
| U1-2340    | Error #U1-2340 Turn off then on.  | 39 page              |
| U2-1111    | Error #U2-1111 Turn off then on.  | 40 page              |
| U2-1113    | Error #U2-1113 Turn off then on.  |                      |

• **Code**  
A1-1110

• **Error message**  
Error #A1-1110: Turn off then on.

• **Symptom / Cause**

After working the main BLDC motor, the Ready signal has not occurred within 1 sec.

1. Harness is defective. Connector is not connected properly.
2. OPC coupler in the toner cartridge has overloaded.
3. Main BLDC motor is defective.
4. Engine board is defective.

• **Troubleshooting method :**

※ First, turn the machine off then on. If the error persists, refer to the following.

1. Check if the motor connector is connected properly. Reconnect it.

2. OPC coupler has overloaded.

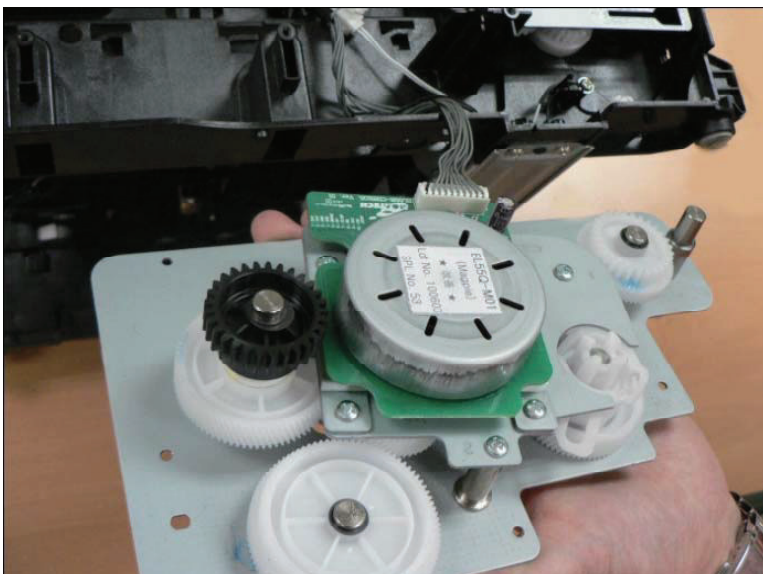
After removing the toner cartridge, rotate the OPC coupler. (Spec : 6 kgf.cm)

If there is any damage, the OPC coupler can't rotate well.

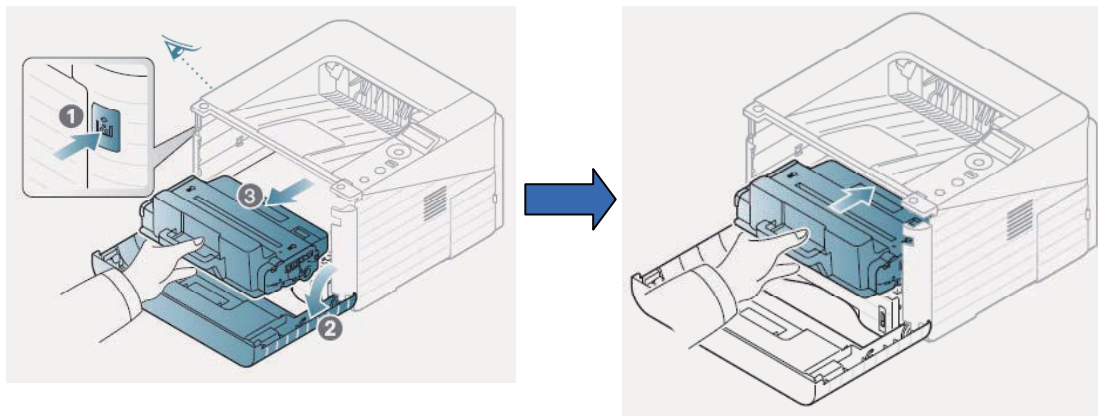
Replace the toner cartridge.

3. The main BLDC motor is defective.

- Unplug the connector from the motor carefully.
- Replace the main BLDC motor with new one.



4. If the problem persists, replace the main board.

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| <ul style="list-style-type: none"><li>• <b>Code</b><br/>C1-1110 / C1-1120 / C1-1140</li></ul>  | <ul style="list-style-type: none"><li>• <b>Error message</b><br/>Prepare new cartridge / Replace new cartridge / Replace new cartridge</li></ul> |
| <ul style="list-style-type: none"><li>• <b>Symptom / Cause</b><br/>The remaining toner cartridge is less than 10%<br/>The toner cartridge is at the end of its life.</li></ul>   |  |
| <ul style="list-style-type: none"><li>• <b>Troubleshooting method</b><br/><br/>1. Print the supply information report.<br/>Check the life remaining of the toner cartridge.<br/>If its life is at the end, turn the machine off and replace the toner cartridge with new one.</li></ul> <div data-bbox="173 788 1276 1202"></div> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>C1-1411</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Install toner.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>The toner cartridge is not installed.</li> </ul>  |   |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b><br/><br/>1. Turn the machine off then on.<br/><br/>2. Remove the toner cartridge.<br/>Thoroughly roll the cartridge five or six times to distribute the toner evenly inside the cartridge.<br/>And reinstall the toner cartridge.</li> </ul> |   |

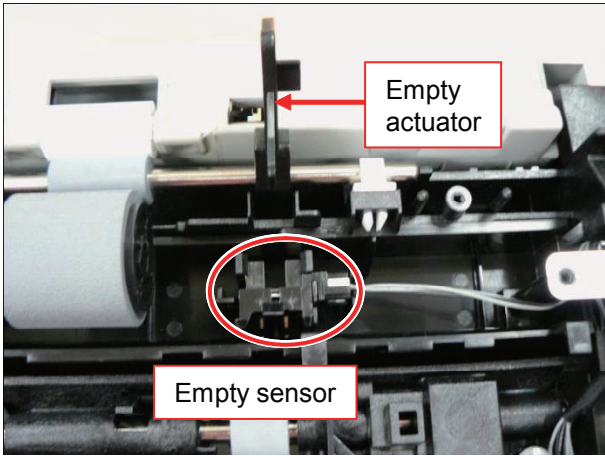
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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>C1-1512</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Not Compatible Toner cartridge.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>Toner cartridge is not compatible.</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b><br/><br/>1. Print the supply information report. Check information of the toner cartridge.<br/><br/>2. If the toner cartridge is not a Samsung genuine toner cartridge, replace with new one.</li> </ul> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b></li> </ul> H1-1210  | <ul style="list-style-type: none"> <li>• <b>Error message</b></li> </ul> Paper jam in Tray2. |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b></li> </ul> <p>A paper jam was detected in the feed area of the tray2.</p> <ol style="list-style-type: none"> <li>1. Paper was inserted abnormally or was not loaded in the cassette properly.</li> <li>2. Pick Up unit has a problem.</li> </ol> |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Open the Tray2 and remove the jammed paper.</li> <li>2. If there is any defective part in the pick up unit, replace it.</li> </ol>   |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b></li> </ul> H1-1252  | <ul style="list-style-type: none"> <li>• <b>Error message</b></li> </ul> Paper is empty in Tray2. |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b></li> </ul> <p>Paper is empty in Tray2. The status LED is red.</p> <ol style="list-style-type: none"> <li>1. There is no paper in the tray2.</li> <li>2. Actuator-Paper Empty is defective.</li> <li>3. Photo Sensor is defective or connection is bad.</li> <li>4. Main Board is defective.</li> </ol>                                     |   |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Load the paper in the tray2.</li> <li>2. If the Actuator-Paper Empty is defective, replace it.</li> <li>3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.</li> <li>4. If the problem persists, replace the Main Board.</li> </ol> |   |

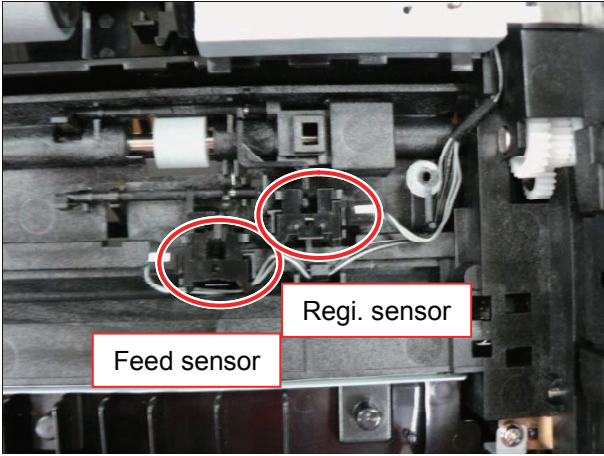
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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>M1-1110</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Paper Jam in Tray1.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>The jammed paper has occurred in the tray1.</li> </ul> <ol style="list-style-type: none"> <li>1. Pick-Up or Torque Limiter Roller is contaminated or worn out.</li> <li>2. There is some obstacles in the paper path.</li> </ol>  |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Clear the jammed paper. If the problem persists, check the following.</li> <li>2. While pushing the Paper Empty Sensor, send the printing data.<br/>Check if the pick up roller is rotating normally.</li> <li>3. Check if there is any obstacles in the paper path (from Pick-Up to Feed Sensor).<br/>The feed roller should be especially checked.</li> <li>4. Print out the Supplies Information. Check the Tray 1 Roller Life and Tray1 Torque Limiter Life.<br/>If the life came to the end, replace the relative roller.</li> </ol> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>M1-1610</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Paper Jam in MP tray.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>The jammed paper has occurred in the MP tray.</li> </ul> <ol style="list-style-type: none"> <li>1. MP Pick-Up or MP Torque Limiter Roller is contaminated or worn out.</li> <li>2. There is some obstacles in the paper path.</li> </ol>   |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Clear the jammed paper. If the problem persists, check the following.</li> <li>2. While pushing the Paper Empty Sensor, send the printing data.<br/>Check if the pick up roller is rotating normally.</li> <li>3. Check if there is any obstacles in the paper path (from Pick-Up to Feed Sensor).<br/>The feed roller should be especially checked.</li> <li>4. Print out the Supplies Information. Check the Tray Roller Life and Tray Torque Limiter Life.<br/>If the life came to the end, replace the relative roller.</li> </ol> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b></li> </ul> <p>M1-5112</p>   | <ul style="list-style-type: none"> <li>• <b>Error message</b></li> </ul> <p>Paper is empty in tray 1.</p> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b></li> </ul> <p>Paper is empty in Tray1. The status LED is red.</p> <ol style="list-style-type: none"> <li>1. There is no paper in the tray1.</li> <li>2. Actuator-Paper Empty is defective.</li> <li>3. Photo Sensor is defective or connection is bad.</li> <li>4. Main Board is defective.</li> </ol>   |   |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Load the paper in the tray1.</li> <li>2. If the Actuator-Paper Empty is defective, replace it.</li> <li>3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.</li> </ol> <div data-bbox="161 1003 769 1456">  </div> <ol style="list-style-type: none"> <li>4. If the problem persists, replace the Main Board.</li> </ol> |   |

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| <ul style="list-style-type: none"><li>• <b>Code</b></li></ul> M1-5612   | <ul style="list-style-type: none"><li>• <b>Error message</b></li></ul> Paper Empty in MP Tray. |
| <ul style="list-style-type: none"><li>• <b>Symptom / Cause</b></li></ul> <p>Paper is empty in MP Tray. The status LED is red.</p> <ol style="list-style-type: none"><li>1. There is no paper in the MP tray.</li><li>2. Actuator-Paper Empty is defective.</li><li>3. Photo Sensor is defective or connection is bad.</li><li>4. Main Board is defective.</li></ol>   |  |
| <ul style="list-style-type: none"><li>• <b>Troubleshooting method</b></li></ul> <ol style="list-style-type: none"><li>1. Load the paper in the MP tray.</li><li>2. If the Actuator-Paper Empty is defective, replace it.</li><li>3. If the Photo Sensor is defective, replace it. Check if the connector is connected properly.</li></ol> <div data-bbox="161 1001 767 1453"></div> <ol style="list-style-type: none"><li>4. If the problem persists, replace the Main Board.</li></ol> |  |

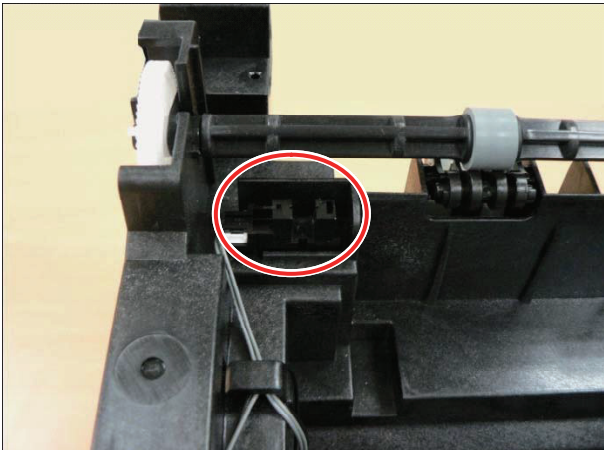


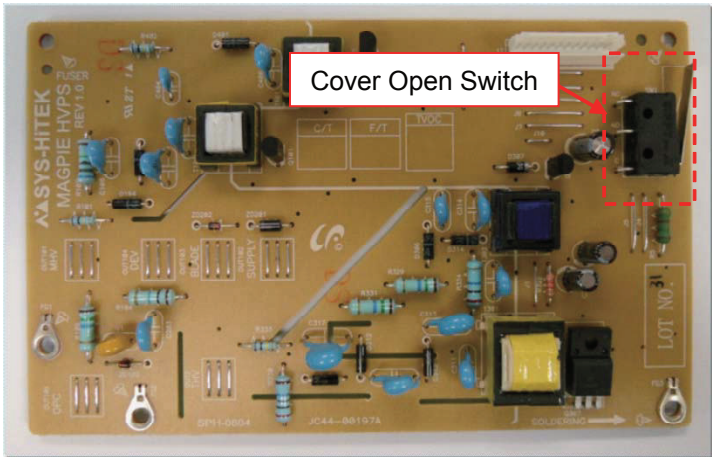
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| <ul style="list-style-type: none"><li>• <b>Code</b><br/>M2-1110</li></ul>   | <ul style="list-style-type: none"><li>• <b>Error message</b><br/>Paper Jam inside machine.</li></ul> |
| <ul style="list-style-type: none"><li>• <b>Symptom / Cause</b><br/>A paper jam was detected at the feed sensor.<br/><br/>1. The feed sensor is defective.<br/>2. The Regi Roller was contaminated or worn out.<br/>3. There is some obstacles in the paper path.<br/>4. The driving for the toner cartridge has some problem.<br/>5. The driving for the fuser unit has some problem.</li></ul>   |  |
| <ul style="list-style-type: none"><li>• <b>Troubleshooting method</b><br/><br/>1. Remove the jammed paper. If the error persists, check the followings.<br/><br/>2. Check if the feed sensor connector is connected properly.<br/><br/><br/><br/>3. Check if the Regi roller is contaminated or worn out. If yes, replace it.<br/><br/>4. Check if there is any obstacles or contamination in the paper path. If yes, clean or remove it.</li></ul> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>M2-2110</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Paper Jam inside machine.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>A paper jam was detected in the duplex area.</li> </ul> <ol style="list-style-type: none"> <li>1. The printed image is skewed.</li> <li>2. The duplex unit is not installed or the installation is wrong.</li> <li>3. There is some obstacles in the paper path.</li> </ol> |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Remove the jammed paper.</li> <li>2. Remove the contamination or obstacles in the paper path.</li> <li>3. Check if the duplex unit is installed properly.</li> </ol>  |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>M2-2310</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Paper Jam bottom of duplex.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>A paper jam was detected in the bottom of duplex.</li> </ul> <ol style="list-style-type: none"> <li>1. There is some obstacles in the paper path.</li> <li>2. The paper guide in the tray was not adjusted properly.</li> <li>3. The exit sensor was not assembled properly.</li> </ol>  |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Remove the jammed paper.</li> <li>2. Remove the contamination or obstacles in the paper path.</li> <li>3. Adjust the paper guide properly.</li> <li>4. Check if the exit sensor is assembled properly. Reassemble it.</li> </ol> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>M3-1110</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Paper Jam in exit area.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>A paper jam was detected in the exit area.</li> </ul> <ol style="list-style-type: none"> <li>1. There is some obstacles in the paper path.</li> </ol>   |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Remove the jammed paper.</li> <li>2. Check if there is any obstacles or contamination in the paper path. If yes, clean or remove it.</li> </ol> |  |

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| <ul style="list-style-type: none"> <li>• <b>Code</b><br/>M3-2130</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Error message</b><br/>Output bin full. Remove paper.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b><br/>The machine detected that the output tray has got full or the bin-full sensor is defective.</li> </ul> <ol style="list-style-type: none"> <li>1. Output tray is full.</li> <li>2. Outbin full sensor connection is wrong.</li> </ol>   |   |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Remove the paper on the output tray.<br/>(The maximum loading capacity is 150 sheets based on standard paper(80g/m2).)</li> <li>2. Check if the Bin-full Sensor connector is connected properly.<br/>Reconnect it or replace the Bin-full sensor.</li> </ol> |   |
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| <ul style="list-style-type: none"> <li>• <b>Code</b></li> </ul> <p>S2-4110</p>  | <ul style="list-style-type: none"> <li>• <b>Error message</b></li> </ul> <p>Door open. Close it.</p> |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b></li> </ul> <p>Door is open or the cover open switch is defective.<br/>The status LED is red.</p>  |  |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Check if the front door is closed correctly.</li> <li>2. Check if the rear door is closed correctly.</li> <li>3. Check if the connection between the main board and HVPS board is correct.</li> <li>4. Check if the cover open switch on HVPS board is operated properly.<br/>If it is defective, replace the HVPS board.</li> </ol> <div data-bbox="161 965 876 1420">  </div> |  |

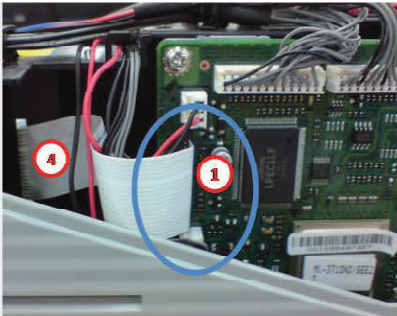

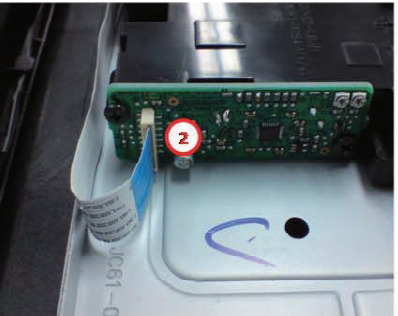
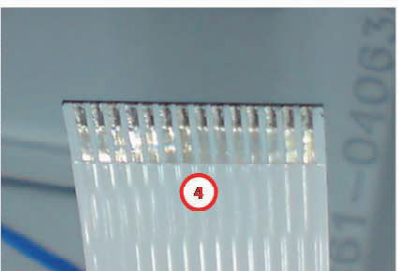
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| <b>• Code</b><br>S6-3123   | <b>• Error message</b><br>Network Problem: IP Con ict. |
| <b>• Symptom / Cause</b><br>Network has some problem.<br>- IP address con icts with that of other system.<br>- Communication error<br>- There is no response when checking the ping test.  |  |
| <b>• Troubleshooting method</b><br><br>Change the machine's IP address.<br>- Set-up the IP address in this order, Network -> TCP/IP (IPv4) -> STATIC.<br><br>- In case of DHCP or Bootp, reboot the machine to receive a new IP address. |  |

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| <b>• Code</b><br>S6-3128   | <b>• Error message</b><br>802.1x Network Error. |
| <b>• Symptom / Cause</b><br>802.1x Network Error<br>- The con rmation was requested for wired port, the server has rejected.<br>- The con rmation protocol is not the same or user information (ID/Password) is wrong. |   |
| <b>• Troubleshooting method</b><br><br>Check the setting-up for 802.1x con rmation server.<br>- Re-enter the server information and con rmation protocol.<br>- Re-enter the user information.                          |   |

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| <b>• Code</b><br>U1-2320  | <b>• Error message</b><br>Error #U1-2320 Turn off then on. |
| <b>• Symptom / Cause</b><br>The temperature control of fuser unit is abnormal. (Open Heat Error)  |  |
| <b>• Troubleshooting method</b><br><br>1. Turn the machine off. Re-install the fuser unit.<br>Then turn the machine on. Is the error message is disappeared?<br><br>2. If the problem persists, turn the machine off and remove the fuser unit.<br>Check if the fuser connector is connected properly.<br>Check if the input voltage is normal. |  |

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| <b>• Code</b><br>U1-2330  | <b>• Error message</b><br>Error #U1-2330 Turn off then on. |
| <b>• Symptom / Cause</b><br>The temperature control of fuser unit is abnormal. (Low Heat Error)   |  |
| <b>• Troubleshooting method</b><br><br>1. Turn the machine off. Re-install the fuser unit.<br>Then turn the machine on. Is the error message is disappeared?<br><br>2. If the problem persists, turn the machine off and remove the fuser unit. <ol style="list-style-type: none"> <li>Check if the fuser connector is connected properly.</li> <li>Check if the input voltage is normal.</li> <li>Check if the thermistor is twisted or contaminated.</li> </ol> |  |

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| <ul style="list-style-type: none"><li>• <b>Code</b></li></ul> U1-2340  | <ul style="list-style-type: none"><li>• <b>Error message</b></li></ul> Error #U1-2340 Turn off then on. |
| <ul style="list-style-type: none"><li>• <b>Symptom / Cause</b></li></ul> The temperature control of fuser unit is abnormal. (Over Heat Error)  |   |
| <ul style="list-style-type: none"><li>• <b>Troubleshooting method</b></li></ul> <ol style="list-style-type: none"><li>1. Turn the machine off. Re-install the fuser unit.<br/>Then turn the machine on. Is the error message is disappeared?</li><li>2. If the problem persists, turn the machine off and remove the fuser unit.<ol style="list-style-type: none"><li>a. Check if the fuser connector is connected properly.</li><li>b. Check if the input voltage is normal.</li><li>c. Check if the thermistor is twisted or contaminated.</li></ol></li></ol> |   |

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| <ul style="list-style-type: none"> <li>• <b>Code</b></li> </ul> <p>U2-1111 / U2-1113</p>  | <ul style="list-style-type: none"> <li>• <b>Error message</b></li> </ul> <p>Error #U2-1111 Turn off then on. / Error #U2-1113 Turn off then on.</p>                     |
| <ul style="list-style-type: none"> <li>• <b>Symptom / Cause</b></li> </ul> <p>LSU Motor does not work normally.</p> <ol style="list-style-type: none"> <li>1. Harness connection error.</li> <li>2. LSU is defective.</li> <li>3. Main board is defective.</li> </ol>   |   |
| <ul style="list-style-type: none"> <li>• <b>Troubleshooting method</b></li> </ul> <ol style="list-style-type: none"> <li>1. Execute the LSU motor test in EDC mode. Check LSU motor operation sound.</li> <li>2. If there is no sound, remove the right cover. Check if the LSU harness is connected on the main board properly. (picture-①)</li> <li>3. If it is OK, remove the top cover. Check if the LSU harness is connected on LSU board properly. (picture- ②,③)</li> <li>4. Check if the LSU harness is defective. (picture-④)</li> <li>5. Reconnect the LSU harness and then execute the LSU motor test again.</li> <li>6. If the problem persists, replace the LSU.</li> <li>7. If the problem persists after replacing LSU, replace the main board.</li> </ol> |   |
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